Request for Information

Regarding a TPL Recovery
Case Management System

Montana Department of Public Health and Human Services

Technology Services Division

March 12, 2009

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1 Project Overview

The State of Montana Department of Public Health and Human Services (DPHHS or Department) plans to implement a case management system for its Third Party Liability (TPL) recovery activities, including casualty, liens, estate recovery, and conditional assistance. The Quality Assurance Division (QAD or Division) within DPHHS conducts all TPL recovery activities. Technology Services Division's (TSD) Project Management Bureau (PMB) is working with QAD to determine the best alternative for the TPL recovery system.

The Department (TSD and QAD) is seeking information regarding TPL recovery system options from vendors. Vendor responses will help the Department to determine which solution may best fit their needs. The Governor's Budget Office requires that any major IT investment be based on the results of a Request for Information (RFI). The Department anticipates that this RFI will generate creative responses, which will focus the Department's technical approach to designing and implementing a TPL recovery system.

1.1 Purpose and Objectives

The overall purpose of this RFI is to elicit ideas from vendors as to how to best automate the State's TPL recovery activities. QAD currently conducts its TPL processes very manually, using Access databases and relying on the expertise of its staff. The State's recovery collections are en par with similar states, but the Division hopes to increase its recoveries significantly by automating many of its processes.

QAD received a Deficit Reduction Act Transformation Grant in 2007 to improve the effectiveness and efficiency of their lien and estate recovery processes. The Department teamed with Public Knowledge to conduct a business process redesign of the current lien and estate recovery processes. The resulting report contains comprehensive and detailed information on Montana's current business processes, best practices from other states, an analysis of the gaps Montana's processes and best practices, and recommendations for improvements. The business process redesign report is included as attachment to this RFI. We encourage reviewing the report while developing responses.

A central recommendation from the report is to replace the currently used Access databases and related manual processes with a case management system, containing a document management system. The TPL recovery case management system should support QAD in all of its casualty, lien, estate recovery, and conditional assistance work processes, including casualty, lien, and estate recovery research activities, lien and claim filing, claim calculation and demarcation, releasing liens, probate and non-probate-related activities, program management, reporting, and communication within QAD, with attorneys, and with the public.

The Department is looking for a flexible system, in which system users are able to make changes to document text and formatting, system text, and override system decisions such as timeframes and alerts.

The Department does not have a preference for a commercial off-the-shelf (COTS) application, a custom designed and built system, or a modified version of a TPL recovery system from another state. TSD and QAD are simply interested in how to most efficiently automate processes to best improve recovery outcomes and program management. The Department wants vendors to respond with potential options and supporting reasons.

2 Enterprise Architecture

DPHHS is implementing an enterprise architecture, beginning with the Medicaid, TANF, and SNAP eligibility systems. The enterprise architecture will consist of service-oriented architecture, an enterprise service bus, a web portal, single sign on, and shared information and web services. The enterprise architecture and its component parts are included in the TANF and SNAP procurement, and should be in place by the first quarter of 2011.

In addition to the eligibility systems, the enterprise architecture will also contain shared fiscal services, which will eventually be used Department-wide. The shared fiscal services will ensure that the Department uses single, consistent receipt, payment, and other fiscal-related processes.

New databases and systems are also web-based, so they can eventually share information via the enterprise service bus. New systems include the Department's death database and the State's FullCourt system for probate information. The Medicaid Management Information System (MMIS) will also operate within the Department's enterprise architecture when it is replaced.

The Department expects that the TPL recovery will use the enterprise architecture to exchange information with the Medicaid eligibility and TPL recovery-related systems, which include the death database, FullCourt, the MMIS, and systems within the shared fiscal services. The Department may need an interim approach to exchanging information between the TPL recovery system and the eligibility systems until the enterprise architecture is implemented.

3 Functional System Requirements

The Department wants its TPL recovery system to automate as many processes as possible. The entire list of desired functionality is included in this section. The Department expects vendors to provide guidance in how to best design and build Montana's TPL recovery system. The Department hopes to hear from vendors that modify open source code, vendors that offer custom design solutions, and those that customize commercial off-the-shelf products.

The Department wants vendors to discuss the following system functionality in their responses. Vendors should feel free to discuss additional functionality, if appropriate.

System Wide Functionality – please describe the following:

A. How the system uses web-based functionality.
B. How users would navigate within the system and what type of flexibility they would have in navigating.
C. What type of formatting the system would have, and what type of control users would have over formatting.
D. How the system would print documents and reports.
E. Whether the system would incorporate cut and paste and spell check functionality.

Technical and Architectural – please describe the following:

F. How the system would work within the Department's enterprise architecture.
G. How system would use the Department's single sign on functionality.
H. How the system would use the Department's common client index.
I. Whether the system could be hosted by the State.

Reporting – please describe the following:

J. How the system would support robust and flexible reporting functionality for both standard and ad hoc reports.
K. How the system would support evolving performance metrics.

Program Administration and Caseload Management – please describe the following:

L. What type of caseload management tools the system supports.
M. How the system supports program administration by supervisors and managers.
N. Whether and how system users could update rules and tables.

Case Notes – please describe the following:

O. How case note functionality operates within the system.
P. Whether and how case notes can be categorized.

Q. Whether and how case notes can be easily shared with other system users.

Alerts – please describe the following:

R. How system alerts could be based off Department-defined rules and modified by system users on a case-by-case basis.
S. Whether and how alerts would move when cases are reassigned.

Document Management System – please describe the following:

T. How the document management system functions.
U. How information can be automatically populated and/or manually entered in documents produced by the system.
V. How the system tracks documentation associated with cases or individuals.
W. Whether and how documents can be attached to cases, including scanned, Word, Excel, and database documents.

Person Tracking and Data Matching – please describe the following:

X. How the system will match up incoming information with existing records, and how users would merge the records or parts of the records.
Y. How the system will link multiple individuals and multiple cases, including how it will track community spouses, exempt children, and exempt siblings.

Liens – please describe the following:

Z. How the system would support lien-related processes.
AA. How the system would gather and calculate claim totals.
BB. How the system would release liens.

Estate Recovery – please describe the following:

CC. How the system would support estate recovery-related processes.
DD. How the system would track probate and non-probate cases.
EE. How the system would track interest owed.

Hardship Waiver – please describe the following:

FF. How the system would track hardship waiver processes.

Disallowance – please describe the following:

GG. How the system would track disallowance processes.

Casualty – please describe the following:

HH. How the system would support casualty processes.
II. How users could indicate whether specific claims are accident-related, and change the claim list based off attorney interaction.

Conditional Assistance – please describe the following:

JJ. How the system would support conditional assistance processes.

Attorney – please describe the following:

KK. How the system would support efficient communication between the attorneys and the TPL Unit.

Payment – please describe the following:

LL. How the system would track payments.

Receipt – please describe the following:

MM. How the system would track receipts.

NN. How the system would support payment plans.

Interfaces – please describe the following:

OO. How the system would share information with other systems using the Department's enterprise architecture.

PP. How the system would share information with other systems before the enterprise architecture is implemented.

4 RFI Response Instructions

The State is asking all interested parties to submit a response containing the following information. Vendors should refer to the numbers below in their responses, to enable efficient Department review. Responses must less than 100 pages.

1. Company information, including name, mailing address, telephone number, and name of a contact person from the firm.
2. Your interest in providing the services/supplies.
3. A brief description of your past experience with providing similar services/supplies.
4. A detailed description of the TPL recovery system functionality, referring to the lettered functional system requirements in Section 3. Additional functionality options should be included as well.
5. If the State has not identified all major components necessary for the project, please provide information on what other components are necessary.
6. A list of potential problems/risks that the State may encounter during this project. Please provide any ideas or suggestions about how such problems/risks should be addressed.
7. Your best estimate of the cost to complete the project.
8. A discussion of whether software maintenance is optional or required.

9. A discussion of technical support provided by your company.
10. Your best estimate of the timeframe needed to complete the project.
11. Any additional descriptive information about your TPL recovery system solution, including brochures or websites.

Although we can provide no reimbursement for your efforts in response to this RFI and any response is voluntary, any information and assistance you can give us by responding to this request would be greatly appreciated. If you choose not to respond, it will have no impact on the Department's future contract considerations with your firm. If you do choose to respond, please comply with all aspects of the RFI as thoroughly as possible.

Electronic responses in Microsoft Word in CD format are preferred. If that is not possible, emailed responses will be accepted. Please send responses to:

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Helena, MT 59604
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If you have any questions regarding this RFI or our planning process, please contact the above person either by written letter, telephone, or email.

Please provide your response by 5:00 p.m. (MST), April 24, 2009.

5 Oral Presentations & Product Demonstrations

The Department may request that vendors make an oral presentation and/or product demonstration to clarify their RFI response or to further define their suggested approach. In either case, vendors wanting to participate should be prepared to send qualified personnel to Helena, Montana, to discuss technical aspects of the RFI response. Oral presentations and product demonstrations shall be at the vendor's expense.

6 State IT Standards and Requirements

The State's information technology environment is managed and operated from an enterprise perspective. The governance structure involves several organizations, the

Information Technology Services Division (ITSD) of the Department of Administration, and agency information technology organizations.

A description of the computing and telecommunications environment and standards that have been established for the State is available from the following site: http://itsd.mt.gov/techmt/compenviron.asp. Hardware and software that fall under these standards represent a large majority of the installed base. For a complete list of the Montana Software Standards, please visit the following site: http://itsd.mt.gov/policy/software.asp.

Information regarding connectivity and/or how users access the system can be found at: http://itsd.mt.gov/techmt/summitnet.asp.

It is expected that any solution, COTS or a hosted application, must be compliant with the State's IT standards and requirements. The State expects the online application provided to operate in an environment that complies with the State and federal standards pertaining to performance, security, and accessibility. The system should also have adequate audit and security controls, meet the State's networking and bandwidth requirements, and meet the standards of existing State systems.

7 Resources

Code of Federal Regulations: 42 CFR et seq. Sections of the Code of Federal Regulations may be accessed from the following web site: http://www.access.gpo.gov/nara/cfr/cfr-table-search.html

Montana Code Annotated – Title 37, 53, and 72: http://data.opi.State.mt.us/bills/mca_toc/index.htm.

Administrative Rules of Montana – Chapter 37: http://www.mtrules.org.